



OFFICE OF CITY COUNCILWOMAN ANA SANDOVAL POLICY ADVISOR

Job title	<i>Policy Advisor</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>Councilwoman</i>

This is a position being hired by City Council Member Ana Sandoval. Assistants are not city employees, but are employees of the individual Councilmember. These assistants answer only to the Councilmember by whom they are employed, and represent only the respective Councilmember's point of view in serving constituents.

Application Instructions:

Interested individuals should email a letter of interest, resume, and completed questionnaire to:

Ana Sandoval

Councilwoman-Elect District 7

Email: anasandoval.councilaide@gmail.com

Job purpose

- Under general direction, performs a wide variety of professional duties involved in the coordination of the activities of the assigned Council Member with City Departments and external organizations in reference to multiple policy areas; provides information and assistance to Council Member concerning policy issues; and plans, organizes and coordinates complex research, analytical and administrative functions for the City Council Member. Must be politically astute and use discretion for all issues and requests.

Duties and responsibilities

- Assists Council Member in monitoring, researching, identifying, and implementing policy issues.
- Serves as liaison between Council Member and other individuals and organizations as necessary and assists in meeting constituency needs within the parameters of the City's policies and procedures.
- Provides oversight of zoning and planning issues in the district.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to citizens of the community and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.

- Conducts research and follow up for resolution of issues
- Assists elected official in preparing for meetings, appearances, and events.
- Prepares reports, memoranda and other documents as necessary.
- Attends meetings of Commissions, City Council, and other individuals and organizations as required.
- Assists Council Member with analysis of proposed budget, to include performing additional research on specific City programs and services as requested.
- Conducts surveys, analyze results and prepare summarized reports.
- Demonstrates commitment to continuous improvement.
- Maintains coworkers and supervisor apprised of activities and progress via communication and established office reporting protocols.
- Performs related duties and fulfills responsibilities as required.

Preferred Qualifications

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Urban Planning, Architecture, Business Administration or related field.
- Master's Degree preferred.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.
- Previous government experience desirable.

Knowledge, Skills & Abilities

- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing Microsoft Office Suite, Google Docs, and geographic information systems.
- Skill in querying databases.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships.
- Ability to develop clear and concise memos and reports.
- Ability to effectively manage multiple projects simultaneously.
- Ability to work independently; actively seek collaboration; support colleagues in their work, and work in a multicultural environment.
- Superior planning and organizational skills.

Work Location

Work Location:

City Hall – 4th Floor
100 Military Plaza
San Antonio, TX 78205 or field office

Questionnaire:

1. Describe a public participation experience you have had with a council office, the City of San Antonio or other government agency. Summarize what worked well, what could have been better and how you would improve the process. (250 words)
2. Discuss an experience you have had with a zoning or planning process. Summarize what worked well, what could have been better and how you would improve the process. (250 words)
3. What do you think qualifies as excellent customer service?
4. How well can you:
 - a. Speak Spanish?
 - b. Write Spanish?
 - c. Read Spanish?
 - d. Speak/read/write any other languages?
5. List any areas in which you feel you have subject area knowledge, e.g., public safety, education...
6. Please provide names and contact information for three references:
 - a. Supervisor
 - b. Coworker
 - c. Someone you have supervised
7. Please submit:
 - a. A writing sample 250 to 1,000 words long.
 - b. Any other sample work product you feel demonstrates your qualifications for the position.